



Well-being Objective 10

Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

The following are our commitments and end of year progress comments for this Well-being Objective during 2018/19.

Last Year's Commitments	✓ x	Progress Comment
A - Develop a 'social' model of health and care that focuses on physical, mental and social wellbeing rather than ill health		
<p>We shall continue to aim to reduce the rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (PAM/025) (2017/18 - 47 clients – 2.50 rate/ 2018/19 Target - 42 clients - 2.21 rate)</p>	x	<p>81 clients (4.21 rate) were kept in hospital while waiting for social care during 2019/20. We have been developing new services to support hospital discharges and ensure that our citizens have the right care at the right time. Coupled with our therapy led reablement service, we have developed an Outcome Assessment Service ensuring that all people who require statutory delivered care have an opportunity for further assessment in their home environment to promote their independence. With increased numbers of people having co-morbidities resulting in complex needs and higher levels of care we are constantly monitoring and reviewing our services to meet this increasing demand. We aim to reduce our DToc figure by 29.6% in the coming year which equates to below 57 clients.</p>
<p>We will ensure the Council fully responds and complies with the requirements of the Social Services and Well-being Act by introducing a pooled budget between social care and health for residential care. (Ref 13220) MF5-52b</p>	✓	<p>Carmarthenshire County Council is, along with Ceredigion and Pembrokeshire County Councils' and Hywel Dda University Health Board, party to a virtual pooled fund Agreement for commissioned older adult care home placements which has been in place since 1 April 2018. This covers all local authority residential placements, Funded Nursing Care (FNC) placements by Hywel Dda University Health Board, and 'standard' Continuing Health Care (CHC) placements. The Agreement provides for identification of a combined regional budget for care homes and regular, formal reporting to the statutory partners on financial and performance information relating to the sector in West Wales. The Council has also contributed to a range of activities to support integrated commissioning practice, including:</p> <ul style="list-style-type: none"> • Development of a shared Pre Placement Agreement (supported by Carmarthenshire -specific schedules to reflect local arrangements) – this will be formally adopted by statutory partners during 2019-20. • Review of financial and performance data for the sector, which enables joint monitoring of services and identification of best practice. • Alignment of operational practice in relation to assessment, monitoring and quality assurance, enabling a more consistent approach across West Wales and supporting timely transfers of care and equitable funding decisions.

Last Year's Commitments	✓ x	Progress Comment
		<ul style="list-style-type: none"> • Creation of a shared, real-time website providing up to date information for professionals and the public on care home vacancies. Once again this will support timely discharge and transfers of care.
<p>We will ensure the Council fully responds and complies with the requirements of the Social Services and Well-being Act by establishing a regional joint committee for social services with relevant partners. (Ref 13221) MF5 52c</p>	✓	<p>The Council has been part of a review of governance which has been undertaken to strengthen leadership and accountability across the growing regional programme. As a result of this review the terms of reference of the Regional Partnership Board have been clarified and supporting structures are being put in place to facilitate shared decision-making by statutory partners. Revised structures will be implemented fully during 2019-20.</p>
<p>We will continue to reduce the number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015) (2017/18 Result - 161 days / 2018/19 Target - 160 days)</p>	✓	<p>2018/19 Result – 157 days. This is an improvement on the previous year and on target.</p>
B – Provide a wide range of services and interventions.		
<p>We will ensure care and support is provided in a manner that is proportioned to meet and ensure equity of outcomes for our population. (Ref 13222)</p>	✓	<p>This practice is embedded in Social Work practice in line with Code of Practice 4 of the Social Services and Well-being (Wales) Act 2014 and is authorised by Senior Practitioners and audited by Managers within the Community Resource Teams.</p>
<p>We will continue to improve the provision of day opportunities for older people across the County. (Ref 13223) MF5-53</p>	✓	<p>A synopsis has been undertaken looking at the assessed need and the number of individuals attending day centre's including the reasons for using the service.</p> <p>Further analysis is required before making decisions around service improvement to ensure that the views of stakeholders have been considered.</p> <p>A Quality Assurance questionnaire has been completed by residents, families and partners. The outcomes are currently being analysed in order to inform the development plan for day opportunities for older people in the County.</p>
<p>We will deliver an investment programme for Care Homes and Sheltered Housing Schemes by delivering future needs and sustainable residential care arrangements in the Llanelli area to ensure appropriate accommodation provision in the area. (Ref 13224) MF5-54</p>	✓	<p>An investment and funding plan are currently being developed to ensure it delivers against future needs.</p> <p>As part of this exercise, the older people's future "offer" is being seen in the context of bungalows, sheltered housing, flexible care and residential care.</p>
<p>We will maintain a strong and sustainable in-house Council provision for domiciliary and residential care. (Ref 13225) MF5-55</p>	✓	<p>In-house provision of domiciliary has now grown to 35% of the market as a result of the integration of "Allied" Healthcare into the service. The harmonisation of the Carmarthenshire County Council terms and conditions targeted for June 2019.</p> <p>Work is also on-going on a new management structure that will further consolidate the current position and allow the business to further grow, in an efficient way, in the future.</p>
C - Identify how local communities can contribute to supporting wellbeing and independence.		

Last Year's Commitments	✓ x	Progress Comment
<p>We will work with partners including Hywel Dda University Health Board and third sector providers to ensure appropriate mental health care services and support are available. <i>(Ref 13226) MF5-57</i></p>	✓	<p>The four work streams established to implement the mental health transformation programme are progressing the following areas of work; pathways, workforce, transport and estates are continuing to make progress. The crisis supports service in Llanelli is at implementation stage. Support will be commissioned from 2 third sector providers MIND and HAFAL who are collaborating on this project. Officers from Ceredigion, Pembrokeshire and Carmarthenshire have met to agree a consistent approach in developing the single point of access and to link this work with the out of hours arrangements. Social Care and Leisure are collaborating to roll out a well-being activity programme across the County.</p>
<p>Clients are asked whether they are satisfied with their care and support. The 2017/18 survey showed that 86.8% were satisfied. We shall do all we can to improve on this. <i>(PAM024) (No target set for 2018/19)</i></p>	x	<p>According to the 2018/19 survey 84.6% of clients were satisfied with their care and support, this is a decline on 2017/18. There was also an increase from 1.5% to 3% that were not satisfied.</p>
<p>Carers are asked whether they feel supported to continue in their caring role. The 2017/18 survey showed that 69% felt they were. We shall do all we can to improve on this. <i>(PAM/026) (No target set for 2018/19)</i></p>	x	<p>According to the 2018/19 survey, 64.4% of carers felt supported to continue their caring role, this is a decline on last year which is disappointing. On a positive note, the number of carers that completed the questionnaire increased from 29 to 59 which can only improve the accuracy of the result.</p>